Avaya’s “Core + Four” Architecture

The underlying foundation for Avaya OneCloud’s “Core + Four” platform architecture is the Avaya Media Processing Core which abstracts the media communications layer and moves media processing from edge devices to the cloud.

This enables Avaya’s four industry-leading, proven technology portfolios of UCaaS, CCaaS, CPaaS, and Workstream Collaboration to act together as one — dramatically accelerating AI innovation by allowing the same technology to be used across all personas.

This approach also protects existing business investment by delivering layered innovation on top of existing assets to connect them with cloud capabilities.

Avaya is leading the transition to the “new work nucleus” of media processing and collaboration in the cloud.

Avaya is #1 in Contact Center**

Avaya enables 154K developers

90% of Fortune 100 companies use Avaya*

*90% of the Fortune 100 are Avaya customers – U.S. Based (Fortune 500, 2021)

**#1 in Contact Centers globally in both cloud and on-premise – based on subscribers and seats (Synergy Research)